

TCE Vendor Questions, Amendment 1

Question Number	RFP Section Reference	Paragraph No.	Page No.	Question or Comment	Response
1	A			Though the Request for Comment provided valuable guidance, potential prime contractors were constrained to finalize contractual arrangements with subcontractors until the actual RFP was released. Given the potential length and complexity of the TCE proposal, the Government may find it is in its interest to extend the proposal by at least 30 days. Will the Government extend the due date?	Yes. Reference Section L amendment.
2	Attachment B-2			What is the lowest bandwidth required for access loop for category 1?	45 mbps for the loop into the site
3	Attachment B-2, B-3			Will the Treasury please provide the relevant CLIN for each respective site/NPANXX listed in the tables?	CLINs are not required for each NPA/NXX, loop pricing is contained in a pricing table and added to the relevant CLIN.
4	Attachment J2c			Please clarify the meaning of "WPO" and "EOAF."	"EOAF" refers to the Executive Office of Asset Forfeiture. "WPO" refers to the Wireless Program Office.
5	Attachment J4			Much of the TCS equipment inventory is located at ITCC. Where is ITCC located?	McLean, Virginia
6	Attachment J8			The small business subcontracting goals stated may be achievable for contracts that rely heavily on staffing and labor categories dedicated to a single program. They are not practical when applied to a contract that seeks to obtain telecommunication products and services provided by carriers under their established infrastructures. Will the Government consider altering the subcontracting goals in keeping with the cost economies and efficiencies it seeks under TCE?	No.
7	B	B.3, Include All Charges in CLIN Prices	B-4	In order to furnish all service requirements stipulated in Section C, may the Offeror add sub-CLINs (Inside Wiring, Program Management, Help Desk, Security, etc.) to the B-Tables?	No.
8	B	General		Would the Government consider adding an early termination exit CLIN to the contract?	No.

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9	B	B.3, Include all Charges in CLIN Prices	B-4	Section B.3 states that the Contractor "shall include all charges (inclusive of all taxes, fees, and other charges)...in the prices for CLINs and sub-CLINs". These costs/fees (such as USF) are not operating costs for providing the service. They are charges assessed by the Government or quasi-Government authorities and are directly passed on to the customer, thus they are not typically bundled with the price for providing the service. Moreover, these costs are subject to change over time and are not directly influenced by the contractor. Will Treasury allow for the contractor to itemize the costs and not include them in the CLINs?	No.
10	B.2.1			Is the vendor expected to support the existing encryptors? If yes will information be provided on the management platforms used to support these encryptors and the associated SOPs for supporting the equipment?	The vendor is not required to support the existing encryptors, however, if the vendor so chooses, it shall develop an appropriate security plan.
11	B.2.1			Is the vendor expected to provide maintenance on the equipment for the 3 year period or has the Government purchased this for the 3 year period?	All equipment used for TCE shall be owned, operated, and maintained by the vendor, who is responsible for meeting the SLAs included in the SOW.
12	B.2.1			Pricing Structure identifies pricing requirements for 16 increments for Category 1 sites. However the pricing table for Category 1 sites has 7 increments. Please clarify.	16 increments of transport and 7 for access loops.
13	B.3	1	B-4	"...shall include all charges (inclusive of all taxes, fee, and other charges)...Federal Universal Service Fee (FUSF) has fluctuated over time and can represent a significant portion of the services; therefore, should not FUSF be broken out separately, vary and be passed through on this contract?	Reference Question 9.
14	B.3			Would the Government consider a separate CLIN for taxes, fees, and other charges or a sub-CLIN and total CLIN?	Reference Question 9.

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15	C	C.1.1, Background	C-3	The SOW states that the Contractor “shall replace TCS prior to its expiration on September 27, 2005.” Compliance with this data requires a very short transition period after seasonal Government schedules and critical periods are accommodated. Will the Government consider a longer transition period?	The Government wishes to transition in the shortest amount of time for the lowest possible price; the vendor's proposal should reflect these objectives in their transition approach and pricing. Transition is considered the most important evaluation factor.
16	C	C.1.2, Strategic Direction	C-3	The SOW states that the Contractor should allow “for the operation of legacy environments, such as Systems Network Architecture (SNA)” in the context of standardizing on IP-based services. Does this mean that that Treasury currently supports SNA via Data Link Switching (DLSw)? If not, will TCE require support for native SNA or DLSw?	This is part of a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
17	C	C.1.4, High-Level TCE Vision, &	C-5, C-17	In the “High-Level TCE Vision” section it is noted that “Technology should provide for secure and resilient services that support established disaster recovery plans.” Will the Government please provide copies of all pertinent established disaster recovery plans?	Such documentation will be provided to the Contractor upon award.
18	C	C.1.4.1, TCE Features, Future Services, and Benefits	C-6	“IP Multicast” is listed under the Features column, but no further requirements are given in the SOW. The benefit of IP multicast is to reduce traffic on a network access line, but this capability is not consistent with IPSec tunnels that require duplication of the packets at the site prior to sending them through the tunnels. Please elaborate on the requirements for IP Multicast.	Multicasting is a future requirement. Vendor proposals should reflect the specific requirements provided in Section C.
19	C	C.2, SCOPE	C-12	Can the Government please clarify what is meant by the term “security operations center,” to include the specifications of the center, and the duties to be housed or executed from within this center? Further, can the Government please provide the security requirements to which this center must comply and how the Government intends to address Certification and Accreditation of this facility?	Reference C.3.2.9 of the SOW

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20	C	C.3.1.1, Provide Managed Network Services Program-Wide	C-13	Are we correct in assuming that Figure C-2 shows a demarcation point for IP services? Would a demarcation point for native SNA (if required) look different? Please disregard this question if the Government intends to use DLSw as an answer to the question on Section C.1.2 above.	Reference Question 16.
21	C	C.3.1.1, Provide Managed Network Services Program-Wide	C-14	Please provide the number of users who will be accessing the web-based ordering and billing systems.	The Government estimates 200 users.
22	C	C.3.1.1, Provide Managed Network Services Program-Wide	C-14	The SOW states that Contractor shall use TCS and non-TCS baseline IP-based network services data to design the TCE architecture. What is the distinction between TCS and non-TCS data?	The source of the data is irrelevant. All data is provided to the vendors to develop their optimal solution
23	C	C.3.1.1.1, Provide Sufficient Capacity to Support Use of Treasury-wide Applications	C-15	The SOW states that the Contractor shall provide connectivity such that it supports all IP-based applications on the Contractor's core backbone network and SNA traffic point-to-point private links with link encryption. However, there is no CLIN defined for a point-to-point private circuit. Please clarify whether the SNA traffic needs to be carried natively over a private point-to-point circuit, or can be encapsulated in IP and carried with the rest of the traffic from that site, of course with appropriate COS assigned to SNA traffic?	This is part of a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
24	C	C.3.1.1.1, Provide Sufficient Capacity to Support Use of Treasury-wide Applications	C-15	The SOW states that Contractor "shall provide WAN connectivity to all other sites at sufficient capacities to support the data connectivity needs of [the data centers, computing centers, and similar locations]." Please confirm that the Government will be responsible for determining the capacities that are sufficient.	This is part of a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
25	C	C.3.1.1.2, Provide TCE Secure Network Operations and Management Service	C-15	The SOW states "data should not be accessible or viewable by any unauthorized non-TCE personnel." Please define "unauthorized" and "authorized".	Authorized personnel are those that have been cleared to support TCE.

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26	C	C.3.1.2.1, Comply with Policies and Procedures	C-16	Please specify what deliverables, if any, are to be supplied by the Offeror in support of FISMA, such as the annual NIST SP 800-26 Self Assessment, or others.	Under FISMA, the completion of an 800-26 Self Assessment is a requirement for the contractor, but it is not a deliverable.
27	C	C.3.1.2.2, Pass Network Certification and Accreditation (C&A)	C-16	The RFP indicates that the C&A documentation must be delivered to the Government at least ten (10) working days in advance of the C&A due date, not including between December 1 and January 5 each year. Will the Government please elaborate on what will establish the "C&A due date."	Per NIST guidance, a Certification and Accreditation (C&A) exercise must be completed 1) when a system is placed into operation 2) when major upgrades are applied to a system; and 3) upon the expiration of a previous accreditation, in accordance with the renewal cycle decided upon by the system owner (but no greater than three years).
28	C	C.3.1.2.2, Pass Network Certification and Accreditation (C&A)	C-16	Please clarify the methodology to be used in the Certification and Accreditation (i.e., NIACAP, DITSCAP, NIST SP 800-37 [Draft]), etc.	At this time, the preferred methodology for TCE evaluation is found in NIST SP 800-37. "Guide for the Certification and Accreditation of Federal Information Systems."
29	C	C.3.1.2.2, Pass Network Certification and Accreditation (C&A)	C-16	The Government cites that Certification and Accreditation documentation "as defined within the NIST SP 800 series guidance" is to be supplied to the Government. Can the Government please provide specific requirements as to which deliverables, and in accordance with which specific volumes of the NIST SP 800 series, are to be delivered under this contract?	Reference Question 28.
30	C	C.3.1.2.2, Pass Network Certification and Accreditation (C&A)	C-16	Can the Government please elaborate on the due date for the third-party C&A activities and the specific items that are to be included in this delivery?	Reference Question 27.
31	C	C.3.1.2.3, Conduct Security Tests and Evaluations	C-16	The RFP states that ST&E information is to be prepared and delivered "as described in paragraph C.3.1.2.2 and specified by NIST 800." Can the Government please clarify what is meant by "NIST 800," and please provide the specific requirements for the ST&E documentation that is to be delivered as part of this contract?	Vendor should refer to NIST 800 (see attachment J-10 for links to the NIST 800 series).

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32	C	C.3.1.2.4, Ensure Continuity of Operations & Disaster Recovery	C-17	The SOW states that the Contractor "shall plan and conduct regular DR exercises." Would the Government please provide the detailed requirements for the disaster recovery (DR) exercises and associated independent review?	Vendors should propose how they will perform DR exercises in their solution to test and verify its resiliency.
33	C	C.3.1.2.4, Ensure Continuity of Operations & Disaster Recovery	C-17	The SOW states that the Contractor "shall plan and conduct regular DR exercises." Are these exercises to be covered under a future Task Order?	No, they will be part of the initial contract.
34	C	C.3.1.2.6, Authenticate Traffic and Control Access	C-18	Can the Government please provide the specific requirements for compatibility with "existing Government and Bureau systems and environments," and will the Government please provide technical descriptions and specifications for these systems and environments?	This information will be provided upon contract award.
35	C	C.3.1.2.6, Authenticate Traffic and Control Access	C-18	The SOW states that the Contractor "shall provide a centrally managed method for all authorized Government and assigned Contractor personnel to access the TCE network. This method shall enforce proper authentication and non-repudiation, based on explicitly assigned user and groups rights." Please clarify whether the Contractor shall only support interfaces into the centrally-managed infrastructure or provide the infrastructure as well.	Reference Section C.3.2.8
36	C	C.3.1.3, Provide Secure Internet Access Services	C-18	For the sites where "multiple" Internet access points are required, can the Government please provide specific numbers of how many access points are required, and at which sites?	Reference Section C.3.1.3. This is a managed service requirement; the vendor should proposed its optimal solution based on the data provided.
37	C	C.3.1.3, Provide Secure Internet Access Services	C-18	What are the Government's current bandwidth requirements for Internet access? Are these requirements for outbound use only or are they also for public access to Government sites such as www.treasury.gov (inbound)?	This is part of a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
38	C	C.3.1.3.1, Perimeter Firewall Protection For Internet Traffic	C-18	For sites with multiple Internet access points and public access servers, will multiple DMZs be required?	This is part of a managed service requirement; the vendor shall propose its optimal solution based on the data provided.

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39	C	C.3.1.3.1, Perimeter Firewall Protection For Internet Traffic	C-18 –	The RFP states that firewall audit logs are to be available for review for a period of five (5) years. Can the Government please clarify the requirement for how it intends for the contractor to provide this information to the Government, should it be required?	Reference Section J-10 for link to FedCIRC. The virus recommendations are continually updated as part of the FedCIRC response service; there is not a static list.
40	C	C.3.1.3.1, Perimeter Firewall Protection For Internet Traffic	C-19	The RFP indicates a requirement for both stateful inspection and proxy-based firewalls. Can the Government please clarify if specific technologies are required at specific points within the network, such as the network edges, within the interior of the network, at the enclave boundaries, etc?	This is a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
41	C	C.3.1.3.2, Intrusion Detection Services	C-19	The SOW states that the Contractor “shall provide an IDS data feed to the Government Security Operations Center or SOC.” Please clarify the requirements for such a feed. Is this requirement, for example, a request for syslog events?	The Government feels that this requirement is clear as stated in the SOW.
42	C	C.3.1.3.3 Provide Virus Protection	C-20	RFP states: “the contractor shall comply with all FedCIRC recommendations and shall provide proof of compliance in the bi-monthly meeting with the Government.” Please provide a copy of all pertinent FedCIRC specifications/documents that the contractor will be required to meet.	Per TDP 85-01, Sensitive Information is "Any information, the loss, misuse, or unauthorized access to or modification of which could adversely affect the national interest, the conduct of federal programs, or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (U.S.C.) (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive order or an act of Congress to be kept secret in the interest of national defense or foreign policy. This definition is synonymous with Sensitive Information as defined in Public Law 100-235, The Computer Act of 1987, dated January 8, 1988. In addition, Treasury sensitive information includes trade secret or confidential information protected by Section 1905 of Title 18, U.S.C. (The Trade Secrets Act). All information designated Limited Official Use is included within sensitive information."

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43	C	C.3.1.3.3 Provide Virus Protection	C-20	In the event compliance with a FedCIRC recommendation adversely impacts a given SLA, will the Government release the contractor from the obligation of meeting the impacted SLA?	In general, the Contractor will be held to all SLAs; exceptions will be considered on a case-by-case basis.
44	C	C.3.1.3.3, Provide Virus Protection	C-20	The SOW states that the Contractor "shall provide virus protection for all TCE managed equipment." Please define the scope of TCE managed equipment that will require virus protection and software updates.	The vendor should define the scope based on its own proposed equipment solution.
45	C	C.3.1.4, Provide Encryption Service	C-20 - 21	The SOW states that the Contractor's encryption solutions must possess the ability to support IPsec, IKE, and "registered user portal/employee user portal (IRS) functions." Would the Government please define these portal (IRS) functions?	The Government believes this information is not essential in responding to the RFP.
46	C	C.3.1.3.5, Provide Secure Enterprise E- mail Service	C-21	Does the Government have any specific requirements for the email service platform (e.g. must be based on Microsoft Exchange, etc.)?	The Government believes this information is not essential in responding to the RFP.
47	C	C.3.2.1.7, Provide 5 Day Notice of Site Visits	C-23	There are no mandatory FCC requirements in place for access providers to provide advance notice of local access installations. Therefore, there will be instances when the Contractor is unable to provide five days notice of a site visit. We would like to modify the Annual Scorecard Performance Measures for Site Visit Coordination to be evaluated using a different measure other than 100% five day notice of site visit. Is this acceptable to the Government?	No.
48	C	C.3.2.3, Provide Web-Based Ordering System	C-23-24	The SOW states that the Contractor "shall provide and maintain a secure, real-time, web-based ordering system." Would the Government please provide the security requirements to which this system must comply?	Reference Section C.3.1.2.1.
49	C	C.3.2.3.1, Single Ordering System Accessible from All TCE Sites	C-24	Please expand upon the requirements for the Site ID and define its composition. For example, please provide the field type (numeric or alpha numeric), length, and the components that are derived within the fields.	The Government believes sufficient information is provided in the RFP. Any additional information will be provided at the time of award.

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50	C	C.3.2.3.1, Single Ordering System Accessible from All TCE Sites	C-24	Will the Government use other means to issue service requests in addition to the web-based ordering system? For example, will the Government issue bulk orders for transition that might otherwise be more easily accomplished via secure email bulk order spreadsheets? Are the bulk order spreadsheets acceptable?	Reference Section C.3.2.6 for possible means of transmission. The vendor is free to propose additional means as a part of its optimal solution.
51	C	C.3.2.3.4, Send Confirmations of New Service Orders	C-25	Will the Government consider accepting the transmission of SBU information over e-mail or web-based delivery vehicles if the information is protected via cryptographic means, and such cryptography has been validated by NIST under FIPS 140-1 or FIPS 140-2?	Yes.
52	C	C.3.2.3.4, Send Confirmations of New Service Orders	C-25	Please provide the pre-approved methods of sending SBU data to the DAR referenced in this section.	Vendor must propose appropriate methods of securing data for COTR approval.
53	C	C.3.2.3.4, Send Confirmations of New Service Orders	C-25	For exception orders requiring an alternate method for order confirmation, will the Government please provide more information on these requirements?	The Government believes that sufficient information is provided in the RFP.
54	C	C.3.2.3.7, Service Installation Notification	C-26	Can the Government elaborate on the type of Web-based notification that it expects for installation activities?	The Government believes that sufficient information is provided in the RFP.
55	C	C.3.2.3.7, Service Installation Notification	C-26	Can the Government please indicate how far in advance of the technician's arrival the web-based notification must be made?	Reference Section C.3.2.1.7.
56	C	C.3.2.3.7, Service Installation Notification	C-26	Can the Government please clarify the specific "clearance" that the technician will be required to hold prior to being approved access to the facility?	This will vary, depending upon Bureau and facility. Reference Section C.3.1.2.5.
57	C	C.3.2.3.7, Service Installation Notification	C-26	Will the Government consider using escort of uncleared technicians, should technicians without the appropriate clearance not be available?	No. Reference Section C.3.1.2.5.
58	C	C.3.2.3.7, Service Installation Notification	C-26	The Contractor would like to propose an alternate method for providing Social Security Numbers for technicians that will help to ensure confidentiality of this information. Is this acceptable?	No. Social Security Numbers are required for Government background checks.

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59	C	C.3.2.3.8, Order Completion Notification	C-26	Is web-based notification the only acceptable means of facilitating the coordination required by this paragraph?	Yes.
60	C	C.3.2.4.4, Provide Billing by Bureau	C-27	Is it the Government's intent to have the current agency hierarchy structure (AB CODE) used to separate billing data and access via the web?	The Government intends to use a hierarchical structure for billing and account codes. Specific billing codes will be provided at time of contract award.
61	C	C.3.2.4.8, Allow Withholds for Disputed Amounts	C-27	Please provide definition or criteria for calculating the disputed amounts to be withheld.	This will be determined by the Government on a case-by-case basis.
62	C	C.3.2.5.1, Managed Network Services Reports	C-28	Please confirm that term "core backbone routers" refers to Contractor-provided routers at TCE Category 1 sites.	Core backbone routers are those routers on the TCE backbone network and are not edge routers.
63	C	C.3.2.5.1, Managed Network Services Reports	C-28	The Government requires notification of "any access circuit utilization exceeding 30% for four (4) or more hours per day at any site for five (5) or more days in a month." Please confirm that the 30% metric is accurate.	This requirement is accurate as stated.
64	C	C.3.2.5.2, Security Services Logs and Reports	C-28	Can the Government please provide specific guidance as to the NIST 800-series publication applicable to this section? The citation of the entire NIST 800-series library introduces a large amount of ambiguity with regard to audit capabilities and does not provide the Offerors with sufficient specificity so as to permit them to design a solution that will meet the Government's requirements.	Please refer to NIST SP 800-61, Computer Security Incident Handling Guide
65	C	C.3.2.5.2, Security Services Logs and Reports	C-28	Can the Government please indicate the "appropriate Government personnel" to whom audit log information is to be provided, and how they are to be designated to the Offeror prior to the release of such information, and how their access to such information is to be revoked, should the Government no longer wish them to hold such access capability?	This information will be provided upon contract award.

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66	C	C.3.2.5.2, Security Services Logs and Reports	C-28	Can the Government please specify what is meant by the term "secure data feed?"	The Government believes sufficient information is provided in the RFP.
67	C	C.3.2.5.2, Security Services Logs and Reports	C-28	Can the Government please clarify the requirements with regard to the means of issuing a "recall" of the audit information, the means of the delivering it to the Government, and what constitutes the notion of "appropriate Government personnel," and how such personnel are designated to the Offeror?	This information will be provided upon contract award.
68	C	C.3.2.5.2, Security Services Logs and Reports	C-28	Can the Government please clarify the location and nature of the "centralized management tool/server" and the requirements applicable to the "sending" of the firewall and IDS information to this device?	The location is to be determined by the vendor as a part of their solution.
69	C	C.3.2.5.2, Security Services Logs and Reports	C-29	Can the Government please provide specific compatibility requirements for the requested interface with the "Security management system applications," as well as specific descriptions of these applications, their environments, hosting locations, etc.?	Reference Question 68.
70	C	C.3.2.5.3, Send Automated Alarm Notifications	C-29	Will the Government please provide a specific definition of the term "security breach" as it relates to this paragraph, and the nature of the "automated" notification via "voice" means?	Please refer to NIST SP 800-61, Computer Security Incident Handling Guide
71	C	C.3.2.5.3, Send Automated Alarm Notifications	C-29	Please clarify the types and levels of alarms the Government wishes to receive. The inclusion of the term "any" in the first sentence will force the contractor to deluge the Government with event information of even the most trivial of nature.	This information will be provided upon contract award.
72	C	C.3.2.5.3, Send Automated Alarm Notifications	C-29	Can the Government please clarify if information related to the report of a security breach meets the Government's criteria for "sensitive" information and, if so, the appropriate security controls to be applied to this information during e-mail delivery?	Yes. The controls would be the same handling requirements as any SBU data.

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73	C	C.3.2.5.5, Archive System Events	C-29	Can the Government please clarify what type of events it considers to be required for inclusion in the "system event log files for firewalls, IDS, smart switches and routers"?	The vendor should recommend the events it determines necessary and/or useful within its environment to maintain an adequate security monitoring and auditing capacity. Please refer to NIST SP 800-61, Computer Security Incident Handling Guide, for additional guidance.
74	C	C.3.2.5.5, Archive System Events		Are events to be archived in raw format, or are other formats acceptable?	The vendor is free to propose a format.
75	C	C.3.2.5.5, Archive System Events		Is it acceptable to store logs in a "normalized" format (same field format regardless of vendor device)?	Yes.
76	C	C.3.2.5.6, Conduct Periodic Status Meetings	C-29	The SOW states that the Contractor "shall conduct bimonthly status meetings during the first year of the contract and quarterly meetings thereafter." Does this schedule change apply to all bimonthly status meeting references throughout the SOW (e.g. C.3.1.3.3, C.3.2.5.1, etc.)	Yes.
77	C	C.3.2.6, Provide Help Desk Support	C-29	Please define the term "desk-side service" and the associated requirements for such service.	This refers to "in-person" support as necessary.
78	C	C.3.2.6, Provide Help Desk Support	C-30	Please define what is meant by a single help desk infrastructure.	This refers to a single point of contact for all help desk issues regardless of site or geographic location.
79	C	C.3.2.6, Provide Help Desk Support	C-29	Please clarify who will be calling the network help desk. Will it be the actual end-users or will it be the bureau/agency help desk?	Designated Agency Representatives will contact the help desk.
80	C	C.3.2.6.4, Pre-Approve Maintenance in Accordance with Guidelines	C-31	Please clarify when and how long maintenance might be suspended (reference Table C-1, page C-31, Suspension of Scheduled Maintenance Activity).	This information will be provided upon contract award.
81	C	C.3.2.7, Host TCE Web Site	C-31	Can the Government please specify if the intent of the PKI requirements for this section are to enforce a policy in which identification and authentication to the web server is performed by X.509 certificates held by the authorized users?	Yes, to be compatible with Internet Engineering Task Force (IETF) Public Key Infrastructure X.509 (IETF PKIX) RFC 2527, Certificate Policy and Certification Practice Statement Framework.

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82	C	C.3.2.7, Host TCE Web Site	C-31	Is the TCE Web Site discussed in this section to be hosted at a Government facility, with the contractor providing installation and remote management services, or will it be hosted at a facility provided by the contractor?	Contractor facility.
83	C	C.3.2.9, Provide Data Feed to Security Operations Center	C-33	Can the Government please elaborate on the frequency, means and format of the data feeds from the TCE NOC to the Government's SOC?	Reference Section C.3.2.5 and C.3.2.5.4. Format will be provided at time of award.
84	C	C.3.2.9, Provide Data Feed to Security Operations Center	C-33	Will the Government please provide the compatibility requirements for the "Government's reporting capabilities at the SOC"?	This information will be provided upon contract award.
85	C	C.3.2.9, Provide Data Feed to Security Operations Center	C-33	Can the Government elaborate on what it means by "the Contractor shall ensure that the data provided through these feeds is compatible with Government's reporting capabilities at the SOC" when talking about the data feed? Do the feeds need to be in a specific format or technology? Will the Government be providing detailed requirements to ensure compatibility?	Reference Question 83. Additional information will be provided at time of award.
86	C	C.3.2.9, Provide Data Feed to Security Operations Center	C-33	The SOW states that the Contractor "shall ensure that the data provided through these feeds is compatible with Government's reporting capabilities at the SOC." Please clarify the Government's current SOC reporting capabilities with which the Contractor must be compatible.	Reference Question 83. Additional information will be provided at time of award.
87	C	C.3.3.1, Provide End-to-End Managed Network Services	C-33	Please confirm that the bandwidth increments listed are intended to be WAN increments.	Confirmed.
88	C	C.3.3.1.1, Interface to Local Government Equipment as Required	C.34	The reference states: "The Contractor shall operate and manage all hardware and software components up to the demarcation point depicted in Figure C-2." In looking at Figure C-2 and comparing that with the equipment inventory in Attachment J4, TCS Equipment Inventory, it is unclear where the TCE contractor's demarcation point should be. Please clarify.	The vendor shall propose its optimal solution for TCE and use Figure C-2 to specify the demarc.

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89	C	C.3.3.1.1, Interface to Local Government Equipment as Required	C.34	The reference further states: "The Contractor shall provide one or more 10/100 Mbps or 1/10 Gbps Ethernet interface(s) to interface with the Government interface equipment in accordance with local requirements at each site." Is it the Government's intent that the TCE contractor will be responsible for desktop and/or server connectivity at a given local site to the LAN hub?	LAN support is out of the scope of this effort.
90	C	C.3.3.1.1, Interface to Local Government Equipment as Required	C.34	If not, can the Government please clarify the equipment listing in Attachment J4 that includes LAN hubs/switching systems? If so, the requirement to manage the LAN infrastructure at a given Government location needs to be specified so the contractor can staff and cost the effort accordingly.	LAN support is out of the scope of this effort.
91	C	C.3.3.1.1, Interface to Local Government Equipment as Required	C.34	In addition, if the intent is that the TCE contractor is to manage the LAN infrastructure at Government locations, will the Government please provide data relative to the number of IMAC actions for the LAN infrastructure that are anticipated at those locations.	LAN support is out of the scope of this effort.
92	C	C.3.3.1.2, Legacy Protocols	C-34	Would Treasury please provide more information on applications using X.25. To what extent is the Contractor required to support X.25 since there are no CLINs for X.25 service?	Reference Attachment J-2e for any non-IP (ie, SNA, X.25, etc.) traffic.
93	C	C.3.3.1.2, Provide Public IP Addresses and Support Legacy Protocols	C-34	Should the Contractor assume that SNA runs on all the point-to-point links listed in Attachment J-2a through J-2f? If not, what is the scope of the SNA environment?	Reference Attachment J-2e for any non-IP (ie, SNA, X.25, etc.) traffic.
94	C	C.3.3.1.3, Provide Class Of Service and Meet End-To- End SLAs	C 34-35	The SOW states that each site will have a mix of Class of Services, which shall be provided either over the same physical circuit or over multiple circuits, as per architecture of the site. Please clarify what mechanism will be used by the Government Interface Equipment to indicate the COS markings if the services are to be provided over the same physical circuit?	The vendor should propose its optimal solution based on the information provided.

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95	C	C.3.3.1.3, Provide Class Of Services and Meet End-To- End SLAs	C-34	The last sentence of this section states “each site will have a mix of Class of Services, which shall be provided either over the same physical circuit or over multiple circuits, as per architecture of the site.” Is the Contractor correct to assume that if native mode SNA service (COS-2 in Table C-3) is ordered at a site that the Government will order a dedicated line for the SNA in addition to the access line for IP? Must the contractor provide channelized bandwidth when responding to the CLINs in Section B?	The vendor should not assume that the Government will order a dedicated line. Vendor should propose its optimal solution based on the information provided.
96	C	C.3.3.1.3, Provide Class Of Services and Meet End-To- End SLAs	C-34 -35	Table C-3 provides the Class of Services for TCE. Please provide the expected percentages of each Class of Service. This Contractor expects that QoS strategies will be focused on meeting the higher priority traffic leaving the lowest CoS (CoS-3) for all other traffic. Please confirm that the Government will size the circuits appropriately such that CoS-3 level may be met.	Approximate quantities are provided as guidelines for price evaluation and proposal development in Section J.
97	C	C.4.1.2 , Link Encryption	C-36	This paragraph refers to link encryption for SNA on point-to-point links and refers to Attachment J-2. Will encryption be required on all point-to-point links in the Attachment J-2 series or only those in Attachment J-2e (Link Encryption Capacities)?	Attachment J-2e lists encrypted point to point circuits. However, all of TCE must use encryption. Reference Section C.3.1.4.
98	C	C.4.2.1, Firewall Protection	C-38	Does the Government intend for the Contractor to provide a proxy service or a proxy-based firewall? Due to the blurring of technologies between stateful packet inspection and proxy-based firewall technologies, would the Government accept a stateful packet inspection firewall in combination with a proxy service? Does the Government have any additional requirements for the firewall?	The vendor should propose its optimal solution based on the information provided.
99	C	C.4.2.3 , Virus Protection	C-39	Is the virus protection service referred to in this paragraph the same as that in paragraph C.3.1.3.3 or is it an additional service? In addition to the routers that the Contractor will provide to meet the TCE requirements, how many devices and of what type will require the virus protection service?	Section C.4.2.3 refers to site enhancements at the Government's discretion. Reference Section C.4.2.3 and C.3.1.3.3 for details.

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100	C General			Does the Government have existing procedures or plan documentation including: Enterprise Architecture Plan, Disaster Recovery Plan/Disaster Recovery Test Plan, System Development Life Cycle (SDLC) Plan, Continuity of Operations (COOP) Plan, Configuration Management and Asset Management Plan, Treasury Strategic IT Plan	Pertinent documents will be made available at time of contract award.
101	C General			What are the existing tools and applications used by Treasury to conduct system monitoring, accumulation of metrics and SLA tracking?	Vendor is responsible for system monitoring and tracking of SLAs. The vendor shall propose its optimal solution based on the information provided.
102	C.1.1			Are these networks all within the same AS or are does each agency have its own AS number?	This information will be provided upon contract award.
103	C.1.1			What is the IP address scheme for these independent networks?	IP numbering scheme will be provided upon contract award for reference.
104	C.1.3		C-4	what are the encryption / KPI requirements outside CONUS?	OCONUS encryption requirements are the same as CONUS.
105	C.1.3			Will the Government provide offerors with access to the TCE Architecture document?	The vendors are expected to proposed the TCE Architecture as a part of its optimal solution.
106	C.1.8	1	C-10	Please clarify your reference to 215 customized interfaces today. How will the successful offeror learn about these interfaces as they design the network or are we to assume that all 215 interfaces are completely compatible with an IP WAN infrastructure? How are these 215 customized interfaces to be accommodated during transition?	Customized interfaces are compatible with an IP WAN infrastructure and are provided as background information to the vendors.
107	C.1.8		C-10	who maintains the 215 different customized system interfaces? Are ICDs available for each interface?	Reference Question 106.
108	C.1.8.1, C.3.2.1.3			Does the equipment offered in include the management platforms?	Yes.
109	C.1.8.1, C.3.2.1.3			Are there servers, domain controllers, and other computer assets available that might be reused by the Contractor? If so, could a list be provided?	Yes. All available information has been provided in Section J.
110	C.1.8.1, C.3.2.1.3			Is the equipment covered under GFE maintenance agreements that will convey to the vendor?	Yes.
111	C.1.8.1, C.3.2.1.3			Is there any associated software licenses (e.g., operating systems) included with the equipment?	Yes.

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112	C.3.1			Will the current Treasury Network Operations Center in the McLean facility be available to the contractor for consideration in the contractor's offering?	No.
113	C.3.1.1	1	C-13	Figure C-2 (Demarcation Point) on page C-13 of the TCE SOW shows a demarcation point mid-way between the CPE and the Government Interface Equipment. Would it not be better to establish a clear point such as the network side of the Government Interface Equipment or the Ethernet port on the back of the CPE? Is it possible that there is a jack field or terminal strip not shown in the diagram?	The Ethernet jack on the back side of the CPE.
114	C.3.1.1	2	C-13	The Government states: "The transport components shall typically include the facilities, hardware and software necessary" What does the Government mean by "facilities" as it relates to the transport components? What is required of the Contractor regarding facilities?	The Government feels that this requirement is clear as stated in the SOW.
115	C.3.1.1			Section C3.1.1 identifies the Demarcation Point for the vendors CPE and indicates a 10M/100M/1G/10G Ethernet port as the interface. The pricing tables do not reflect these different service interface modules and will require the vendor to use substantially upgraded equipment to provide the 1G and 10G interface speeds. We recommend that the pricing tables be modified to reflect the different interface speeds and quantities that may be ordered at a site.	Structure of the pricing tables will not be modified.
116	C.3.1.2	1	C-15	Is there a requirement/preference for the location of Secure NOC, for example, "within 40 miles of DC Metro area", etc. ?	No.
117	C.3.1.2.2	1	C-16	This section states: The Contractor shall contract with an independent firm to obtain certification and accreditation (C&A) of TCE systems at each site...." Does the term "independent" mean the firm cannot be a member of the Contractor Team (prime contractor and subcontractors)?	Yes.

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118	C.3.1.2.2			The Treasury has requested that the Contractor shall contract with an independent firm to obtain certification and accreditation but reserves the right to approve the independent Contractor following contract award. Will the Treasury provide a list of its pre-approved firms that have been qualified by the Treasury?	No.
119	C.3.1.2.4	1	C-17	Will the Government make available any department/bureau COOP & DR plans, if available, to assist the vendor in development of proper plans, consistent with current department/bureau thinking and plans?	Reference Question 17.
120	C.3.1.2.4		C-17	what are the Disaster Recovery and Continuity of Operations SLAs?	There are no specific SLAs for Disaster Recovery and Continuity of Operations.
121	C.3.1.2.4	2	C-17	The subject document appears not to have been provided with the RFP. Will the Government's DR Plan be provided prior to the proposal due date?	Reference Question 17.
122	C.3.1.2.6		C-18	how many employees and contractors access TCE and Bureau systems today?	Approximately 150,000.
123	C.3.1.2.6			Does the Government intend to require that traffic originating from the customer side of the Demarcation point illustrated in Figure C-2 of SOW Section C.3.1.1, be explicitly authenticated by the Contractor's network interface?	No.
124	C.3.1.3		C-18	Please describe the meaning of "multiple Internet access points to ensure that the system is robust and highly available". Does this refer to redundant CPE solutions at the location premise or availability as determined by redundant backbone infrastructure?	Availability as determined by redundant backbone infrastructure.
125	C.3.1.3.1		C-18	how many Firewall servers, Firewall rules and objects are configured today in each firewall?	The vendor shall propose a security architecture that supports its overall solution.
126	C.3.1.3.1		C-19	the Treasury require a multi tier / multi vendor firewall and IDS solution?	A multi tier / multi vendor firewall and IDS solution is not a requirement, however, the vendor is expected to propose its optimal solution.
127	C.3.1.3.1, C.4.1.5			In the absence of the Government ordering a secure remote access solution, is it correct to assume that there is no "inbound" traffic from the Internet.	Any remote access solution that is used will be consistent with TCE.
128	C.3.1.3.2		C-19	Where is the Government Security Operations Center?	This information will be provided upon contract award.

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129	C.3.1.3.2	1	C-19	Do you want both host-based and network-based IDSs? What are the existing IDS in place?	This is a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
130	C.3.1.3.2	1	C-19	What is meant by "critical network nodes"? At what other locations does the Contractor have a requirement to provide IDS other than the Internet access points?	This is a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
131	C.3.1.3.4		C-20	will Treasury-NOC interaction to add or change existing DNS entries qualify as "sufficient management control"? If not is the Treasury open to running and maintaining primary DNS while the contractor runs and maintains secondary?	The Government feels that this requirement is clear as stated in the SOW.
132	C.3.1.3.4			Please provide documentation of the current DNS structure and associated infrastructure.	This information will be provided upon contract award.
133	C.3.1.3.5		C-20	how many enterprise email accounts and mailing lists exist today?	The Treasury has email accounts for its users. Reference Question 176.
134	C.3.1.3.5		C-20	what are the encryption and authentication requirements for enterprise mail services?	The Government feels that the requirements for secure email (virus scanning, cleansing, and quarantining) are clearly stated in Section C.3.1.3.5. Treasury currently supports approximately 150,000 users.
135	C.3.1.3.5		C-20	Does the Secure Enterprise Email Service include desktop support as well as support for the mail servers themselves, or is desktop support excluded? What is the total number of email users? How many email related trouble tickets are opened (on average) per month? What is the average number of adds/deletes per month? What are the number, make and model of the servers and storage devices associated with providing email services today? How much data is stored today? How much new data is added daily on average?	Reference Question 134.
136	C.3.1.3.5	1	C-20	Are you looking for built-in e-mail client encryption? If not, please define "secure e-mail" and identify your preferred method/technology.	Reference Question 134.
137	C.3.1.3.5			How many users/mailboxes should be planned for?	Reference Question 134.
138	C.3.1.3.5			What is the policy regarding the size of email boxes? What is the standard mailbox size? Are deviations from the standard allowed? If so, what are the types and frequency of deviations?	Reference Question 134.

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139	C.3.1.3.5			What is the existing email environment and infrastructure? Specifically, what products and versions are being used in the environment and what security products and versions are used to protect email?	Reference Question 134.
140	C.3.1.3.5			Will the Contractor be required to provide mailbox migration services from the current e-mail system?	Reference Question 134.
141	C.3.2.1	1	C-21	What incentives or requirements are in place to encourage the current contractor to cooperate with the new contractor during transition? What documentation of services at each location will be shared with the successful awardee?	The Government is satisfied that sufficient incentives are in place. All available and pertinent documents will be provided at time of award.
142	C.3.2.1			Is there an existing Configuration Management Plan that will be migrated from TCS to TCE? If so, will that plan be available during the transition period?	TCE baseline requirements have been provided in the RFP and in its attachments. The vendor should propose its solution and transition plans based upon the information provided.
143	C.3.2.1.1	2	C-22	The Government states: "The Transition Plan shall also define . . . customer education and communication." What does the Government mean by "education"?	This refers to the dissemination of pertinent information to relevant stakeholders, points of contact, or users.
144	C.3.2.1.1	2	C-22	The second paragraph includes this sentence: "The Contractor's Acceptance Test Plan shall be included in the Transition Plan." Section C.6 indicates the Acceptance Test Plan must be in the final Transition Plan. Please confirm that the Government does not expect an Acceptance Test Plan to be incorporated into the Transition Plan that will be submitted with the Proposal.	Confirmed.
145	C.3.2.1.1	2	C-22	The Government states: ". . . the Contractor shall identify all project management and planning tools that were used to develop the Transition Plan." Is the Government asking for the tools the Contractor used to develop the Transition Plan (e.g., MS Project, MS Word) in the proposal or tools the Contractor would use to manage actual transition activities?	Tools the Contractor would use to manage actual transition activities.
146	C.3.2.1.1			: Is the Acceptance Test Plan due with Proposal submission?	Reference Question 144.

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147	C.3.2.1.3		C-22	Does Attachment J-4 provide a complete listing of all equipment to be included in a successful transition? If not, please provide a list of all equipment necessary to complete the transition.	Attachment J-4 contains the most accurate baseline as of release of the RFP.
148	C.3.2.1.5		C-22	Will the Government provide the name of its designated Transition Manager?	This information will be provided upon contract award.
149	C.3.2.1.6			Please provide a list of pilot sites within each Bureau.	The vendor shall propose its approach to transition based on the information provided. Specific site details will be provided at time of award.
150	C.3.2.1.6		C-22	Will the Government provide the name of its designated Program Manager?	This information will be provided upon contract award.
151	C.3.2.2		C-23	What is the Government's current Change Management board approval process and does it currently operate across all bureaus? If so, what tracking tool is being used for the process and is it currently managed by the Government or a Contractor?	The Government believes this information is not essential in responding to the RFP.
152	C.3.2.3	1	C-24	How, specifically, does the Government require linkage between the order entry and the billing system. Typically, commercial systems do provide for information to transit systems through mainframe linkages, but the Government is not clear as to how they will provide all of the billing, summarization, charge code information, etc. and how much of that information will need to be carried forward through each step of the process. Will it be permissible for the bidder to reflect its commercial practices for data linkages for similarly situated customers to meet this requirement?	Commercial practices will be permissible if they meet the needs of TCE. The vendor should propose its optimal solution based on the information provided.
153	C.3.2.3.1		C-24	Must the Contractor provide secure voice alternatives (e.g. STU-III), or just secure fax?	The Contractor will not be required to provide secure voice alternatives.
154	C.3.2.3.1		C-24	Does Attachment J-2f contain the "complete list of site IDs" cited in this section of the SOW?	Information provided in Section J is the most recent and accurate information available.

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155	C.3.2.3.2	1	C-24	This requirement seems a little confusing in that the Government has a very specific requirement, but doesn't relate to any specific systems that would contain this information such as an on-line order tracking system. While order requests are typically numbered, confirmations are usually not, except to relate to the original order number. Does the Government have a specific system in place now or is contemplating implementing? Please specify.	The vendor should propose its optimal solution based on the information provided.
156	C.3.2.3.3	1	C-24	Who will be the responsible authority for designating DARS and how will changed information be conveyed? Will there be an emergency Headquarters DAR that can place orders of an urgent nature if the DAR is not available?	The Government believes this information is not essential in responding to the RFP.
157	C.3.2.3.4			Is it correct to assume that 48 hours actually means two-business days?	Yes.
158	C.3.2.3.4			Will the Government provide a data "classification guide" that identifies what data is SBU?	No.
159	C.3.2.3.6			Please confirm that this interval only pertains to domestic service disconnect requests.	Disconnect intervals apply to all locations.
160	C.3.2.4.4		C-27	In those instances where a multi-tenant facility orders a fixed price CLIN for the facility, does the Government expect the billing to go solely to the ordering entity regardless of the sharing arrangements made at that facility? If not, what is the Government's formula for apportioning the CLIN across multiple tenants?	Invoice should be delivered to the ordering Bureau.
161	C.3.2.4.6	1	C-27	It appears that in C.3.2.4, the Government does not want web-based billing information to be considered an invoice. However, the above requirement seems to open the door to electronic billing from a web-based source. Please clarify.	The Government believes the requirement is clear as stated. Reference Section G.9.
162	C.3.2.5.4		C-29	Which Configuration Management tools are currently being used in the TCS program and what is the status of that data? Can this information be made available for review?	This information will be provided upon contract award.
163	C.3.2.6			What is the current call volume associated with patches and upgrades of the TEDS COTS products	This information will be provided upon contract award.

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164	C.3.2.6.1			Please describe the expected synchronization of the trouble ticket escalation procedures with the National Communications System (now part of Department of Homeland Security), Telecommunications Service Priority levels, and the Emergency Preparedness/COOP facilities within Government and the Bureaus' COOP and DR Plans.	The Government considers this requirement to be clear as stated. The vendor should propose its optimal solution based on the information provided.
165	C.3.2.6.1			Is this a matter of incorporating these guidelines into the trouble ticket escalation or is there a physical synchronization to some of these anticipated? If so, please describe the interfaces.	Reference Question 164.
166	C.3.2.6.4	1	C-29	Does the Help Desk provide desktop support for the "Secure Enterprise Email Service"?	No, however, the Contractor shall be responsible for providing support for email gateways on TCE.
167	C.3.2.7			Will information be provided regarding the Governments PKI architecture for incorporation into the web site design?	This information will be provided upon contract award.
168	C.3.2.8			Clearly define configuration demarcations and operational decision role demarcation between the contractor provided services, and Government retained services and roles.	The Government believes this information is clear as stated in the RFP.
169	C.3.2.8			Move price for Directory services from current CLIN structure (which is based on WAN port bandwidth) to a separate set of CLINs with different CLIN structure suitable for Directory service related business arrangement	Vendor should utilize existing CLIN structure.
170	C.3.2.8			Move Directory services under C.4.1 Program Wide Enhancements, and procure services on as needed basis like other Enhanced services.	The Government does not intend to restructure the Statement of Work.
171	C.3.2.8	2	C-32	Please provide the Government standards being referenced?	Reference Section C.3.1.2.1.

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172	C.3.2.8.1		C-32	Please confirm that the only applications which require immediate TCE support are TEDS (or its replacement) and Secure eMail (as opposed to application support involved with Enhanced or Future Services). If there are any other applications that must be immediately supported outside of TEDS and eMail, please define them. In your definition, please include: inventory of servers, storage and associated security and connection devices, hosted network diagrams, software with versioning.	All current requirements are stated in the RFP and its attachments.
173	C.3.3.1		C-33	Will the Government consider alternative delivery approaches for bandwidth under 1.544 Mbps?	The vendor should propose its optimal solution based on the information provided.
174	C.3.3.1.2		C-33	Are IP network addresses, domain names, and AS numbers registered to the Government today? How would the Government propose to make available IP network addresses, domain names, and AS numbers for the transition?	Yes, they are currently registered to the Government. The vendor should propose its recommendation to the Government in its transition plan.
175	C.3.3.1.2	2	C-34	This section states the Network Protocols and Routing Protocols to be supported "at a minimum" include EIGRP/IGRP which are proprietary to Cisco Systems. Is the Government requiring the use of Cisco products?	No, the Government is not requiring a specific product. Table C-2, Legacy Protocols, will be adjusted to reflect this.
176	C.4			Information Security Policy - May we have a copy?	Reference TDP-85-01
177	C.4			What services are you providing in your DMZ to Internet?	The Government believes this information is not essential in responding to the RFP and will provide at the time of contract award.
178	C.4.1.3		C-36	How many Web /Application servers are hosted today?	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.
179	C.4.1.3		C-36	How many Web /Application servers are to be transitioned to the TCE contract?	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.
180	C.4.1.3		C-36	can the Treasury provide a listing of the hardware and software requirements that is currently or is being considered to provide web hosting services (if applicable)?	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.

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181	C.4.1.5		C-37	How many Remote Access users/accounts exist today?	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.
182	C.4.1.5		C-37	the authentication and user management of the secure remote access also fall under the "single sign-on" capability referenced in C.4.1.4.4 page C-36.	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.
183	C.4.1.5			Please identify the document which provides guidelines for existing federal and Treasury authentication methods.	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.
184	C.4.2.1			Describe current Security Infrastructure: Are FW's in place at every site ? Firewalls - current number and logical network location. Is Treasury filtering traffic between all TCE sites on WAN ? Provide a complete list of current security devices.	This is not a core requirement for TCE. If such support is required, pertinent information will be provided in the Task Order.
185	C.4.2.2			Please provide a more granular version of Exhibit 4 and any other drawings that may illustrate the network architecture.	The vendor should propose its optimal solution based on the information provided.
186	C.6		C-40	Table C-4 in Section C.6, Deliverables, specifies a number of plans that will be submitted with the proposal. However, the instructions in Section L.10 do not specify where in the proposal these plans should be incorporated. May they be incorporated as separate tabs or attachments in Volume 1 and Volume 2? If not, please indicate where those plans should be incorporated into the proposal.	Reference Section L.8 concerning Transition and Quality Control Plans. All other plans submitted with the proposal should be included in Volumes 1 and 2, and are included in the page limitation.
187	C.6			Please specify the desired format and quantity that are to be submitted for the deliverables in Table C-4.	The vendor should propose the appropriate format. Unless, otherwise specified at contract award, the vendor shall provide the deliverables electronically to the points of contact, which will be also be identified at contract award.
188	C3.2.6		C-29	Can you provide a clarification of the meaning of desk-side services as it relates to the WAN services?	Reference Question 77.
189	D.2			What is "uniform" size?	This refers to packaging being of an appropriate size for its contents.

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190	F	Table F-3a	F-6	Monthly Program Level Performance Measures to where on the Internet is "Internet Access Service Availability" and "Internet Access latency" measured?	To the service provider's Internet gateway router.
191	F	Table F-3a	6	to where on the Internet is "Internet Access Service Availability" and "Internet Access latency" measured?	Duplicate.
192	F	Table F-3e	F-11	Program-Level Invoice Credit Structure will the Government consider limiting the Government's right for failure of the services to service credits under the SLA and termination of the contract?	No.
193	F	Table F-3f	F-12	Site Specific Invoice Credit Structure in the discount column under Network Service Availability and Class of Service (CoS) for Monthly Threshold < 99.99%, is the 1st Month, 2nd Month, ≥ 3 Months consecutive?	No.
194	F	Table F-3e	F-11	will the Government consider limiting the Government's right for failure of the services to service credits under the SLA and termination of the contract?	No.
195	F		Table F-3a, second row	Service Capacity Installation/Upgrade: Definition contains "Contractor gets effective operational acceptance of capacity upgrades from the Government POC...." This definition shows significant dependence on the Government POC. Yet the responsibility of the Government POC is not a factor under "Measurement Mechanism" column. We ask that SLA definition be revised to limit the scope to the elements that are under Contractor's control.	Reference Section F.3, last paragraph.
196	F		Table F-3a, third row	Scheduled Installation Success Rate: Definition contains ".....Contractor installs service and obtains acceptance by the Government..." This definition shows significant dependence on the Government. Yet the responsibility of the Government is not stated under "Measurement Mechanism". We ask that SLA definition be revised to limit the scope to the elements that are under Contractor's control	Reference Section F.3, last paragraph.

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197	F		Table F-3a, fourth row	Invoice Error Rate. Definition is quite ambiguous. What is the meaning of "site invoices"? What is an error, and who will decide that it is an error? For example, if site POC for invoice has changed to a different person, and invoice has the name of the previous person is that an error? Is it an error when Government has not provided timely notice to the Contractor of the change in the name? We recommend that you change the definition to emphasize the error in dollar value (ordered vs. billed), and make the threshold to 95%.	Errors are considered erroneous dollar amounts, based on services provided and applicable credits.
198	F		Table F-3a, sixth row	Internet Access Latency: Threshold of 150ms is unachievable. As an example, a TCE site with 128Kbps local loop that is directly connected to Internet Access without any other intervening backbone or network component will have over 300ms round trip delay. Additional components in a network such as TCE, IPsec and another local loop for Internet access will simply increase the round trip delay to a far greater number. 150ms threshold is simply against the laws of physics in this scenario. Measurement method is ambiguous- frequency and population are not defined. They can drive the network overhead for this measurement significantly.	This SLA reflects the goals and objectives of this program.
199	F		Table F-3a, seventh row	Help desk Call Answer Time: The RFP is silent on the nature of the user community that will call TCE help desk. Will the end users be calling TCE help desk directly? If yes, is TCE help desk responsible for dealing with user's desktop, application access (e.g., e-mail directory service, PeopleSoft, etc.), password/UserId problems even though TCE scope is limited to demark to demark network connectivity? If no, what is the role of Help Desk when end users do call? How are those call counted toward this SLA? Role of Government is essential in proper definition and measurement of this SLA.	Reference Question 79. See G.2.4 for amended description of DAR role.

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200	F		Table F-3b, second row	Class of Service: Latency value of 125ms to 250ms are not practical for many of the TCE sites. Two TCE sites with local loop of 128Kbps each will show round trip delay of 600ms even when the backbone delay is 0ms. Furthermore, Peak hour measurement using 1000 pings will add 5% line utilization on 128Kbps link for each CPE pair for which measurement is conducted. This is excessive overhead that significantly distorts the value of the measurement itself. Such high overhead will have greater impact on jitter value, and could very well contribute to the packet loss. Request you revise the metric and measurement methodology.	This SLA reflects the goals and objectives of this program.
201	F		Table F-3f	Site specific invoice credit structure shows very high penalties to the contractor. 25% of TCE sites are at sparsely populated remote location where service delays are likely simply because of lack of support infrastructure in the vicinity. Request you structure penalty level based on type of site, or similar other practical measure.	The invoice credit structure reflects the goals and objectives of this program.
202	F		Table F-4a, 13 th row	Network Configuration Change Response Time-Definition states "...up to the moment that the Government deems that the change was effective....." which implies significant dependence on the Government to meet this SLA, yet the Government's responsibility is not included in the measurement mechanism. We recommend that this SLA be defined to limit the definition to areas under Contractor's control. Please explain your definition and your example calculation for this item.	Reference Section F.3, last paragraph.
203	F		Table F-3a	Can you please clarify for Internet Access Service Availability what is meant by the part of this requirement that we have underlined: " <u>The % of time that the Contractor maintains connectivity between each TCE CPE-configured logical or physical circuit and the Internet?</u> "	SLA amended.
204	F		Table F-3a	Can you please specify the demarcation points for measurement of Internet service availability?	Reference Question 190.

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205	F		Table F-3a	For the Mean Time to Repair (MTTR) Performance Measure, are the metric calls per month equal to the number of trouble tickets resolved per month? Can you please confirm or clarify this?	Yes, the metric is based on the number of trouble tickets resolved per month.
206	F	Internet Access Latency	Table F-3a	This measure requires average round trip delay of, at most, 150 milliseconds for random packets from TCE site CPE to the Internet.	SLA amended.
207	F	Performance Measures, Internet Access Latency	Table F-3	This Contractor's experience with using PING to measure latency is based on packet lengths that mimic typical traffic (typically in the range of 64 to 256 bytes). Using a large packet length such as 1500 bytes could show poor performance on low-speed access circuits due to serialization delays. Such performance would not be an accurate representation of the average user's experience. Would the Government accept a packet length of 100 bytes?	This SLA reflects the goals and objectives of this program.
208	F.3.2.2			Monthly Site-Specific Performance Measures - In Table F.3f, Site-Specific Invoice Credit Structure, for discounts for unsatisfactory performance from 2nd months onward, we assume this discount structure only applies to consecutive months. (i.e. unsatisfactory performance discount for non-consecutive months will always start with 1st month discount)	Reference Question 193.
209	F.3.3	2	F-10	Table F.3c: Points per Threshold -- Should not exceeding SLA's generate a reward commensurate with the penalty for missing a performance threshold? For example, if exceeds + .5 and unsatisfactory + -1, why not exceeds + .5 and unsatisfactory + -.5?	The invoice credit structure reflects the goals and objectives of this program.
210	F.4			This paragraph states, the annual scorecard comprises 13 performance measures while Table F-4a includes 14 performance measures.	F.4 amended to reflect 14 performance measures.
211	F.4.2			Annual scorecard includes 12 month cumulative total score of the monthly scorecard. Is Monthly Scorecard = Program-wide score card (including weightings) + Avg. Site Specific Score of all Sites?	The monthly score is the program-level score.
212	F.4.3.2			Does it include average annualized monthly scorecard or only cumulative monthly score of past 12 months for calculating total score?	Cumulative monthly program-level score.

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213	G	G.3, Contractor Representatives	G-6	Must the names of Contractor key personnel be included with the proposal submission or may they be submitted after award?	Reference L.10.3, Tab C, "provide a brief description of the qualifications of each key personnel."
214	G	G.4.1.1	G-9	This section indicates that the Government may terminate any task order upon written notice from the Contracting Officer. Does the Government consider such a termination to be a partial termination for convenience in accordance with Section I, FAR Part 52.249-2?	Yes.
215	G	G.9.4	G-12	This section indicates that the Government reserves the right to withhold partial or entire payment of invoices as a result of incomplete service delivery, service levels that have not been met, or invoices that are incorrect or in dispute. Please confirm that the SLA parameters set forth in the solicitation and ultimately, the resulting contract, will be utilized as a guideline in determining if the Government is entitled to a withholding.	Confirmed.
216	G.10	1	G-13	In the sentence containing the "remaining dollar obligation under the guaranteed minimum", is the Government referring to the Task Order or the contractual minimum? Please clarify and provide the paragraph reference.	Contractual minimum.
217	G.4			Please provide a copy of the Optional Form 347 or advise of where the contractors may retrieve one.	Optional Form 347 is an award document
218	G.9.1	1	G-11	Commercial telecommunications services may or not have as a standard billing cycle the calendar month. All access providers and network services providers bill cyclically, but not necessarily on the 1st to the 30th basis. Would it be acceptable to the Government for the successful provider of the required services to bill within 10 business days of the close of the billing cycle of the service provided?	Yes.
219	G.9.1			Considering the scope of services, which includes International and voice service, will the Government allow contractors to bill per standard practice for Government accounts (90 days for domestic, 120 for international)?	No, the successful Contractor will invoice in accordance with Section G.9.

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220	G.9.2	1	G-12	Would it be acceptable to the Government to provide for the requested invoice field information in an invoice supporting report? This could potentially avoid the requirement for software development of commercial billing systems.	The vendor should propose its optimal solution based on the information provided.
221	G.9.3	1	G-12	<p>We would suggest that the Government "tier" the response time for resolving billing disputes, as some require considerably more research than others. For example, billing disputes of less than \$10,000 should be resolved in 60 days, over \$10,000 should be resolved in 30 days, etc.</p> <p>Additionally, as some of the required network locations are outside of CONUS, would the Government consider a 120-day period for the reconciliation of OCONUS billing errors? This is customary in the commercial billing environment as OCONUS providers are often Government agencies and have longer cycles for researching issues than their commercial counterparts.</p>	The Government will not "tier" the response time regarding billing disputes. The Government will not consider 120 days to reconcile OCONUS; this may be addressed at contract award.
222	G.9.3			Considering the scope of services, will the Government allow the contractors to manage billing errors using guidelines consistent with other large Government contracts?	No.
223	G.9.4	1	G-12	<p>The language in this section should reflect a requirement to precisely identify the billing amount in dispute, deduct that amount from the current invoice, and promptly pay the balance of the invoice. In its current form, the Government can be imprecise in its claim, yet require the vendor to do research on non-specific issues. This could amount to a fishing expedition, especially with prices being bundled at the CLIN level.</p> <p>It is our recommendation that withholding payment be a remedy for the Government in the event that the service delivery SLA is not met or is met only partially and dealt with there, not as a part of the billing/claims process.</p>	The Government believes that Section G.9.4 is clear as stated. The Government will provide "detailed written notice to the Contractor concerning the charge or credit in question".
224	General			How are the bureaus and offices currently charged for shared TCS services?	Based a percentage of network usage.

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225	General			Are there any legacy native ATM or Frame Relay applications that require transport across the TCE infrastructure?	This is a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
226	H.12			Given the intense competition on the telecommunications market place would it not be in the best interest of the Government to allow the contract prices to be 'redacted' for the term of the contract?	No.
227	H.14	1	H-7	Should a separate contract with a third party be established, who will bear the costs of the third party?	The Government will do a separate contract.
228	H.17			During evaluation is the Government going to assess a value of the equipment provided in J-4 to compare against offerors who present bid with new equipment?	This is a managed service requirement; the vendor shall propose its optimal solution based on the data provided.
229	H.17			What if an offeror proposal has a combination of new and the Government owned equipment?	Reference Question 228.
230	H.17			If so what is the evaluated cost?	Reference Question 228.
231	H.17			Will the contractor be allowed to use previously owned or refurbished equipment in their submissions to the Government?	Reference Question 228. Also reference Section C.1.8.1.

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232	I	I.3, Subcontracting Plan	I-5	Please confirm that the Small and Small Disadvantaged business contracting accomplished by Team Members/Subcontractors will be counted toward the achievement of the Prime Contractor's Subcontracting Goals.	The only subcontracting to count toward the Prime Contractor's Subcontracting goals are the dollars spent by the prime in subcontracting directly to small, HUBzone small, small disadvantaged, women-owned small, veteran-owned small, and service disabled veteran-owned small business concerns. Dollars spent by team members/subcontractors do not count toward achievement of the Prime Contractor's Subcontracting goals. If a Prime Contractor plans to team/subcontract with other large business concerns and the dollars total more than \$500,000, than the team members/subcontractor's subcontracting plan should be submitted with the Prime Contractor's proposal. Those plans will be evaluated for compliance with IRS goals.
233	IRM 25.10	References	25.10.1.9	The following publications/mandates are included by reference with the IRM publication, yet do not appear to be available via the Government's web site. Can the Government please provide copies of these publications or, for each one, a specific statement that the publication is not applicable to the TCE?	See below.
234	IRM 25.10	References	25.10.1.9	1. Treasury Internet Use Policy, 10/21/97	Not applicable to TCE.
235	IRM 25.10	References	25.10.1.9	1. IRS Policy on Electronic Communications, October 21, 1997	Not applicable to TCE.
236	IRM 25.10	References	25.10.1.9	2. Changes to Personnel Security/Background Investigations Program, June 18, 1999	Not applicable to TCE.
237	IRM 25.10	References	25.10.1.9	3. Security Policy for FAX Transmissions of Sensitive but Unclassified Data between IRS Offices in the	Not applicable to TCE.
238	IRM 25.10	References	25.10.1.9	United States, August 4, 2000	Not applicable to TCE.
239	IRM 25.10	References	25.10.1.9	4. Email Security Policy Update, September 14, 2000	
240	IRM 25.10	References	25.10.1.9	5. Screen Warning Banner, November 15, 2000	Not applicable to TCE.
241	IRM 25.10	References	25.10.1.9	Law Enforcement Manuals (LEM)	Not applicable to TCE.

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242	IRM 25.10	References	25.10.1.9	1. LEM 25.10.3, Integrated Data Retrieval System (IDRS)	Not applicable to TCE.
243	IRM 25.10	References	25.10.1.9	2. LEM 25.10.4, Resource Access Control Facility (RACF)	Not applicable to TCE.
244	IRM 25.10	References	25.10.1.9	3. LEM 25.10.6, Secure Windows NT Configuration Standards	Not applicable to TCE.
245	IRM 25.10	References	25.10.1.9	1. National Security Agency, Information Systems Security Organization, Controlled Access Protection	Not applicable to TCE.
246	IRM 25.10	References	25.10.1.9	Profile, October 8, 1999	Not applicable to TCE.
247	J		Attachment J-8, Page 1	Will lower tier subcontracting to small business apply to the prime contractor's subcontracting goals?	Lower tier subcontracting to small business will not apply to the Prime Contractor's subcontracting goals. However, lower tier subcontracting plans should be submitted with the Prime Contractor's proposal for all large business team member/subcontractors with proposed contracts in excess of \$500,000.
248	J		Attachment J-8	Will the Government consider waiving these requirements to reflect the type of service requested; or, if not, significantly reduce the small business requirements to more appropriately reflect the TCE effort.	The Government will not consider waiving the subcontracting plan requirements for this procurement, nor, do we plan to significantly reduce the small business requirements. This contract effort is a 10 year, multi-million dollar requirement to support Treasury's 850 locations. There should be plenty of small business opportunities. The IRS goals shown in the subcontracting plan are goals for each socioeconomic category based on their knowledge of the industry and of the particular requirement. Zero goals/percentages are not acceptable, however, lower goals/percentages might be accepted by the IRS Small Business Specialist if the prime contractor justifies within their subcontracting plan submission supporting why the goals cannot be met and why the proposed goals are the best that can be offered.

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249	L		Attachment L-6	Contains a 'Proposal Compliance Matrix' but there is no indication of where this matrix is to be located. Where should this matrix be located in the proposal?	Reference L.10.2, Tab C.
250	L			The 'Mandatory Requirements Compliance Matrix' has a compliance column; we assume that the compliance is indicated as 'yes' rather than a statement of how compliance is met (which is already in the main body of the proposal). Is this a correct interpretation?	Correct.
251	L			Section F requires 5 plans to be delivered with the proposal. There are pages allocated for the Transition Plan and Quality Control Plan. There is no mention of the Maintenance or Escalation Plans. Where these two plans should be described? Any page count constraints for these two plans.	Reference Question 186.
252	L			We recommend that the Government give credit for second tier small business contracting.	Lower tier subcontracting to small business will not apply to the Prime Contractor's subcontracting goals. However, lower tier subcontracting plans should be submitted with the Prime Contractor's proposal for all large business team member/subcontractors with proposed contracts in excess of \$500,000.
253	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	The second paragraph on this page states that "The page maximums for Volumes I and II are inclusive of the table of contents, executive summary, charts, graphs, tables, figures, matrices, acronym lists, etc. Every physical page included in Volumes I and II count towards the maximum page limitation, except blank sides and section/tab dividers."	No question stated; considered part of Question 256.
254	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	The third paragraph states that the font size shall be 12 point Arial, and the last paragraph on this page states that "the proposal shall, in detail and with specificity, describe the actual services proposed."	No question stated; considered part of Question 256.

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255	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	To provide the information in the detail and specificity required, this Offeror recommends that:	
256	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	1. The font size be reduced to 11 point Arial (the same as the RFP)	The font size will not be changed
257	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	2. The following not be included in the page count: Cover Letter, Table of Contents, Exceptions and Deviations, and Mandatory Requirements Compliance, Maintenance Plan, Acceptance Test Plan and the Program Management Plan.	The cover letter and the table of contents will not be part of the page limitation
258	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	If the Government does not wish to do this, this Offeror recommends that the maximum page count for both Volume I and II be increased to 150 plus the 25 pages for the Transition Plan and Quality Control Plan.	The Government will not change this requirement
259	L	L-8, Format and Instructions for Proposal Submission-General	L-5 – 6	Will the Government please consider this approach?	The Government will not change this requirement
260	L	L-8, Format and Instructions for Proposal Submission-General	L-6	The fifth paragraph on this pages states that “The Offeror shall provide a certification that the hardcopy version of the proposal is exactly the same as the electronic version.”	No question stated; considered part of Question 261.
261	L	L-8, Format and Instructions for Proposal Submission-General	L-6	Should this be included in the cover letter or, perhaps, in Volume III? Please clarify where this should be placed in the proposal.	A statement in the cover letter is sufficient.
262	L	L-8, Format and Instructions for Proposal Submission-General	L-6	The last paragraph on this page states “Each requirement in Section C shall be addressed regardless of whether the Section C paragraph is cited within this Section L or not.”	No question stated; considered part of Question 263.

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263	L	L-8, Format and Instructions for Proposal Submission-General	L-6	This Offeror assumes the requirements in Section C start with Section C.3, Core Requirements, and does not include Sections C.1 and C.2. Please verify if this assumption is correct.	This is correct.
264	L	L 10.3, Tab F	L-12	The referenced section provides two summary sheets with a requirement to submit required information. Section K.7 lists the NAICS code for this procurement as 517110 but no "targeted" or other NAICS codes are identified. Is the targeted SDB NAICS code for TCE solely 517110, identified in Section K.7 (a) (1)?	No, this is the best overall solution for this procurement
265	L.10		L-7, 9	With respect to the incorporation of the Mandatory Requirements Compliance checklists for Volume I (Tab D) and Volume II (Tab C), may these be incorporated in the CD submission in their native Excel format?	Yes.
266	L.10.3		Tab E	If the Contractor Team consists of a prime contractor and large business subcontractors, can the prime contractor include in its Subcontracting Plan those small businesses that will perform work for its large business subcontractors?	Yes.
267	L.10.4		L-15	In 2007, please confirm that the sites in L-5 are all of the sites that will require COS-1.	This information is provided for the vendor to complete the pricing model.
268	L.10.4		L-15	In 2007, please confirm provide the remaining percent allocation for COS-2 and COS-3 sites.	Reference Question 267.
269	L.10.4		L-15	What does the phrase "are added to 20% of the sites, for each size of site" mean?	For the pricing model only, the vendor should assume that 20% of the sites will have site-by-site enhancements.
270	L.5		L-3	proposals are due no later than 2:00 P.M. Eastern Standard Time on June 18, 2004. Due to the size, complexity, and small business requirements, will the Government extend the due date to July 18, 2004?	Reference Question 1.
271	L.9		L-7	the Government reserves the right to require oral presentations. What would be the earliest date that an oral presentation would be required?	Oral presentations are not anticipated at this time.
272	M	M.3.5, Price Evaluation	M-8	In terms of price evaluation, will Option years be given equal consideration to the base years? Or will the option years be discounted to a present value basis?	Option years will be given the same consideration as base years.

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273	M.1.1		M-2	This provision notifies offerors that a private company/organization is providing acquisition assistance. Will the Government identify that company/organization?	No.
274	M.2	1, A	M-3	Please clarify, "Factor I, Transition is considered more important than other factors when considered individually." Do you mean when transition is considered individually or when the other factors are? Or, is Transition considered more important than all of the other factors, i.e. Factors 2-5 combined are less important than Factor 1?	Transition, as an individual factor, is considered more important than any other individual factor.
275	M.3.3.5	2	M-6	If a small business is found to be a responsive and responsible offeror performing 51% or more of the work, will the small business be bound by the goals in IRS' Subcontracting Plan Outline?	Small businesses who submit proposals as a Prime Contractor are not required to submit subcontracting plans. However, per FAR 19.20(a), it is the policy of the Government that small business, veteran-owned small business, service disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business have the maximum practicable opportunity to participate as subcontractors in the contracts awarded by any executive agency, consistent with efficient contractor performance.
276	M.3.3.5		M-6	The Government does not use the M.3.4 Scoring Adjectives to describe how it will rank competing bids. Will the Government use some comparative measure to evaluate the relative strength of bidders' response to Factor 5? If so, will the Government make it explicit?	Reference amended Section M.2 .
277	M.3.5	2	M-8	Please address this apparent inconsistency, and clearly indicate how the Government will determine "best overall value to the Government" as stated in paragraph 1 of section M.1.	The Government does not perceive an inconsistency in defining the "best overall value to the Government". Section M.2 outlines the basis for award.
278				If a private point-to-point circuit is needed, can the Government please include a CLIN for it and also specify the two end points?	This is a managed service. The vendor shall propose its optimal solution based on the information provided.

279				Is this from a TCE site to the router connecting the TCE to the Internet and back? Or does it include all the way to a site on the Internet and back? If the second, the Contractor would be unable to guarantee performance once a packet leaves its network.	To the service provider's Internet gateway router.
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